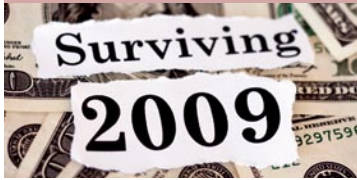


LIGHT READING

customer newsletter



May/June 2009



City Light responds to economic downturn

Just like you, Seattle City Light is doing some belt-tightening to get through the current recession. We have seen a significant decline in revenues that started at the end of 2008. While a drop in prices at the gas pump might seem like good news, it signals an overall drop in energy prices – that has an effect on City Light.

Our two major sources of revenues are the rates we charge customers and the revenue we receive from selling surplus power in the energy market. The income expected from surplus power sales in 2009 is almost half of what we had projected. Since 2003, we have been able to cut electric rates on average by more than 12 percent. During that same period of time, the price of surplus power sales steadily climbed as the cost of energy increased. However, today our available revenue is much less than we expected. The Mayor and City Council have made it clear that there will be no rate increase in 2009.

To address our budget shortfall, City Light has taken a number of steps to contain expenses: restricting the use of overtime, freezing non-critical hiring and keeping vacancies open, reducing training and travel expenditures, and cutting purchases and contracting. As a result, we will remain within our reduced 2009 budget. However, these actions represent only a near-term fix for our revenue shortfall.

There is some good news. Because of many cost-saving mechanisms and budget controls put into place during the past five years, we're better positioned to respond to the economic downturn. However, we are monitoring the situation carefully in the event that the economic turnaround is delayed and to ensure that the infrastructure initiatives we started after the windstorm of 2006 remain in place.

I assure you that we are working hard and smart to minimize the effect of budget cuts on our customers. We are committed to excellence in customer service. You may experience some impacts, however. For example, with reductions in overtime, streetlight repairs could take longer. Also, there will be more scheduled outages during regular business hours on work that otherwise might have been done at night or on the weekend. Your calls may take longer to be answered and service requests may take a little longer to be filled.

These challenging times require understanding and patience. I appreciate your support and I will report back to you how we are doing in meeting service expectations.

Thank you.

— *Jorge Carrasco, Seattle City Light Superintendent*

Fact Act - identity theft prevention

Seattle City Light and Seattle Public Utilities have new procedures in place for opening a new residential customer account. These procedures are required under the Fair and Accurate Credit Transaction Act of 2003. Congress passed this legislation to protect against identity theft and consumer fraud. This will mean that new residential customers – or customers who open a new account at a different address will see some changes:

- A government issued, identification with a picture will be required; or
- A signed and notarized service application will be needed.

Utility customer account staff will be required to:

- Receive training on identity protection;
- Secure and limit access to customer databases; and
- Report suspected identify theft or fraud to a law enforcement agency.

These procedures previously only applied to financial institutions. Now, however, any business or organization that provides services and receives regular payments will need to provide this protection. It includes businesses such as cable companies, cellular telephone providers, or other similar services.

Detailed information is available through the Federal Trade Commission Website: www.ftc.gov, or call us at **(206) 684-3000**.



more colorful
than ever

the new penguin exhibit
woodland park zoo

\$2.00 off zoo admission

Special offer for customers of Seattle
City Light and Seattle Public Utilities

Seattle
Public
Utilities

Seattle
City Light

Seattle Climate Action
NOW

Limit 4 admissions per coupon. Present this coupon at entry, one time only. Not valid on zoo special after-hours event dates, or in combination with other offers. Expires: 9/30/09. Coupon Code: 0641

Visit our new penguin exhibit and learn how the zoo is saving millions of gallons of water and nearly 23,000 kWh of energy annually. Energy and water conservation innovations in the new penguin exhibit are made possible in part by Seattle City Light and Seattle Public Utilities.

eBill – good for you and good for the environment



There are lots of reasons why online utility bills are such a good deal:

- Convenient
- Saves paper
- Saves you the cost of a stamp and us the cost of printing and mailing
- Reduces carbon emissions
- Cuts waste.

In only eight weeks, more than 10,000 customers have signed up to receive their City Light bill electronically. That means an annual savings of about 15,000 gallons of wastewater and 1,700 pounds of solid waste.

It's easy to sign up

Just go to www.seattle.gov/light/accounts and select "Bill

Payment Online." Simple instructions will guide you to setting up your eBill. If you have any questions, you always can call us at **(206) 684-3000**.

Added features with eBill, you can:

- Receive your utility bills promptly;
- Make utility payments from your computer using a checking account, MasterCard or VISA credit or debit cards;
- Select how you want to pay – either automatically or with each bill notice;
- View up to two-years of account history;
- Sign-up to continue to receive this newsletter, *Light Reading*.

The eBill service is free, and is protected by several security features.

City Light Skagit Tours draw nature lovers

Enjoy a family outing close to home! Take a scenic boat tour on Diablo Lake. Purchase a picnic lunch or try our famous all-you-can-eat Diablo Dam Good Chicken Dinner tour. The Skagit Tour office, located in Newhalem, WA, is open June through September. For tour dates, hours, prices, information about local sights and more, contact **(206) 684-3030** or visit www.SkagitTours.com. Reservations are recommended.


Double the fun with the Peaks and Pods tour


Skagit Tours and Mystic Sea Charters of Anacortes, WA offer a package of two outstanding cruises: an alpine lake adventure and whale watching. The cruises take place on Diablo Lake in the North Cascades and on Puget Sound near the spectacular San Juan Islands. Both cruises include an onboard guide and boxed lunches. The Peaks and Pods tour price is just \$99 per person. Advanced reservations are required. To book a tour, call **1-800-308-9387**.





In your neighborhood



 From June 2009 through April 2010, City Light contractors will be inspecting utility poles and collecting information to help us repair, replace and restore poles more efficiently. These workers may need access to poles located in and around your property. They will carry identification badges from City Light, and will show it to you upon request. If you have questions or concerns, please call **(206) 684-3000**.

 City Light is testing several types of light emitting diode (LED) streetlights in the Capitol Hill and South Park neighborhoods. LEDs use much less energy than the existing high-pressure sodium streetlights. We will be gathering public feedback about the quality, brightness, and color of the lights.

 During the summer months, there are numerous City construction projects happening on the street right-of-way. Please proceed with great caution near construction projects. Plan ahead and use alternate routes when possible to minimize congestion. A transportation construction map is posted at www.seattle.gov/transportation/constructionmap. Current City Light projects are occurring on both the Fremont and Queen Anne sides of the Ship Canal near the Fremont bridge, and in the Leschi area. For information about City Light construction projects, call **(206) 615-1691**.

 City Light employees who read customer meters need at least three feet of clearance around electric meters. Please remove plants, tools, building materials, insect nests and other obstacles. Customers with dogs, and locked doors preventing access to meters, should call **(206) 386-1731** to request a meter-read schedule and to make arrangements for City Light access to meters.



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This newsletter is available in alternate formats upon request. Translated newsletter information is available in Spanish, Vietnamese, Chinese, Somali, Tagalog and Korean. Call (206) 684-3000.
www.seattle.gov/light

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Seattle City Light is a publicly owned utility dedicated to exceeding our customers' expectations in producing and delivering low-cost, reliable power in an environmentally responsible and safe way. We are committed to delivering the best customer service experience of any utility in the nation.

Printed on 100% post-consumer recycled paper, Forest Stewardship Council (FSC) certified, to promote sustainable forestry worldwide.



Get \$30 And We'll Recycle Your Old Fridge

Your 2nd fridge is costing you! That old refrigerator or freezer in your garage or basement can use 3 times more energy than a newer one. Now you can do something good for yourself and the environment – and lower your energy bills at the same time.

Get \$30 and a free pick up. We'll give you \$30 just by recycling your pre-2001 appliance. We'll even pick it up for free. We'll make sure all toxins are handled responsibly and that over 95% of the materials get recycled.

Call **1-877-577-0510** or visit www.seattle.gov/light/chill

